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graph TD; START([START]) --> 2[RECEIVE OWNER PROFILE AND PROPERTY PROFILE FROM OWNER]; 2 --> 4[RECEIVE RENTER PROFILE AND RENTAL REQUEST FROM RENTER]; 4 --> 6[COMMUNICATE MATCHING PROPERTIES TO RENTER]; 6 --> 8[PROVIDE RENTAL REQUESTS TO OWNERS HAVING MATCHING UNITS]; 8 --> 9[PROVIDE RENTAL OFFERS FROM OWNERS TO RENTERS]; 9 --> 10[RECEIVE RENTER SELECTION OF ONE OF THE OFFERED UNITS]; 10 --> 11[PROVIDE ACCEPTANCE, REQUEST TO VIEW UNIT/PROPERTY, OR OTHER MESSAGE FROM RENTER TO OWNER]; 10 --> 12[PROVIDE PROPERTY MANAGER CONTACT INFORMATION TO RENTER AND SEND CONFIRMING MESSAGE TO OWNER]; 10 --> 13[PROVIDE DETAILED PROPERTY/UNIT INFORMATION TO RENTER]; 11 --> 14[RECEIVE NOTIFICATION FROM OWNER THAT LEASE SIGNED]; 12 --> 14; 13 --> 14; 14 --> 16[SEND INVOICE REQUESTING PAYMENT OF SUCCESS FEE TO OWNER]; 16 --> 18[RECEIVE REQUEST FOR PROMOTIONAL REWARD FROM RENTER]; 18 --> END([END]);
```

START

2 RECEIVE OWNER PROFILE AND PROPERTY PROFILE FROM OWNER

4 RECEIVE RENTER PROFILE AND RENTAL REQUEST FROM RENTER

6 COMMUNICATE MATCHING PROPERTIES TO RENTER

8 PROVIDE RENTAL REQUESTS TO OWNERS HAVING MATCHING UNITS

9 PROVIDE RENTAL OFFERS FROM OWNERS TO RENTERS

10 RECEIVE RENTER SELECTION OF ONE OF THE OFFERED UNITS

11 PROVIDE ACCEPTANCE, REQUEST TO VIEW UNIT/PROPERTY, OR OTHER MESSAGE FROM RENTER TO OWNER

12 PROVIDE PROPERTY MANAGER CONTACT INFORMATION TO RENTER AND SEND CONFIRMING MESSAGE TO OWNER

13 PROVIDE DETAILED PROPERTY/UNIT INFORMATION TO RENTER

14 RECEIVE NOTIFICATION FROM OWNER THAT LEASE SIGNED

16 SEND INVOICE REQUESTING PAYMENT OF SUCCESS FEE TO OWNER

18 RECEIVE REQUEST FOR PROMOTIONAL REWARD FROM RENTER

**FIG. 1**

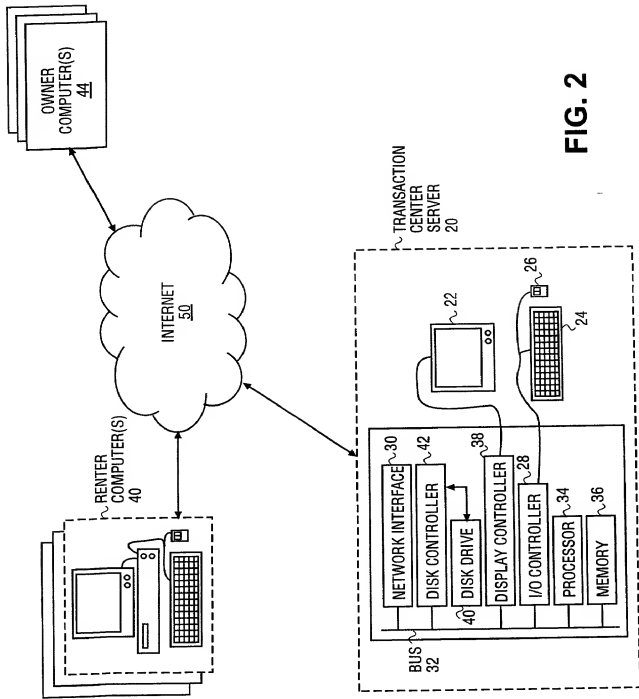
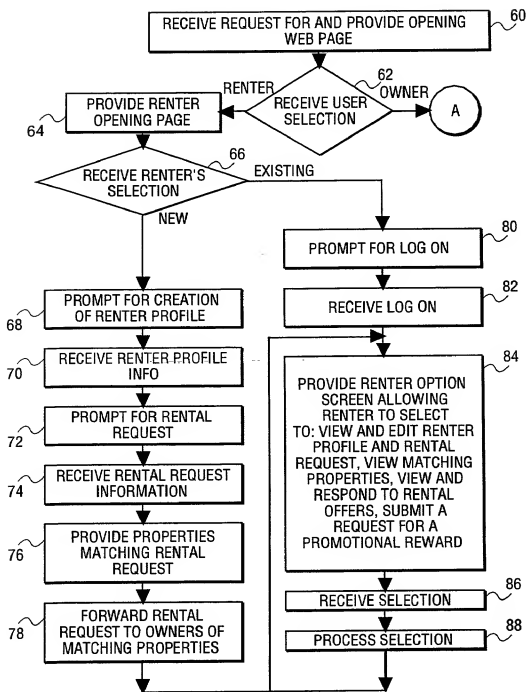


FIG. 2



**FIG. 3A**

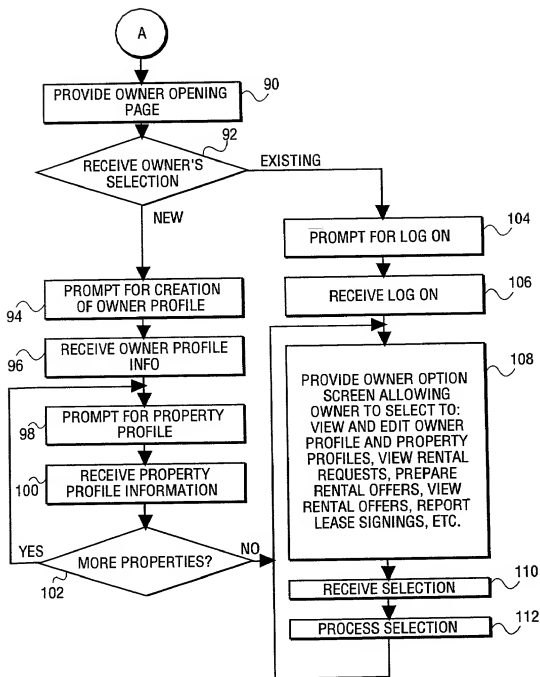


FIG. 3B

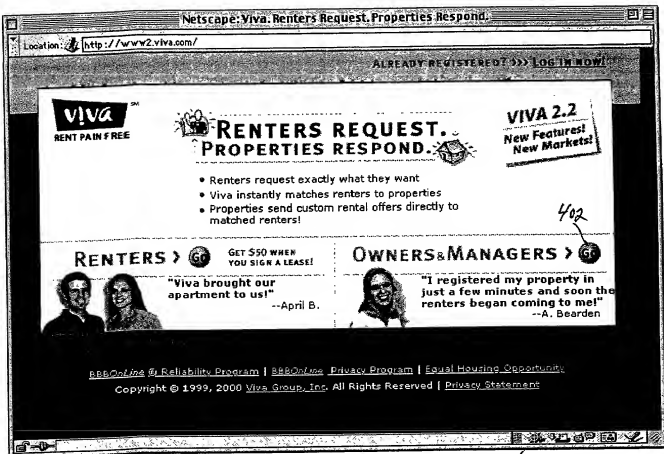


Fig. 4A

0902719-030807

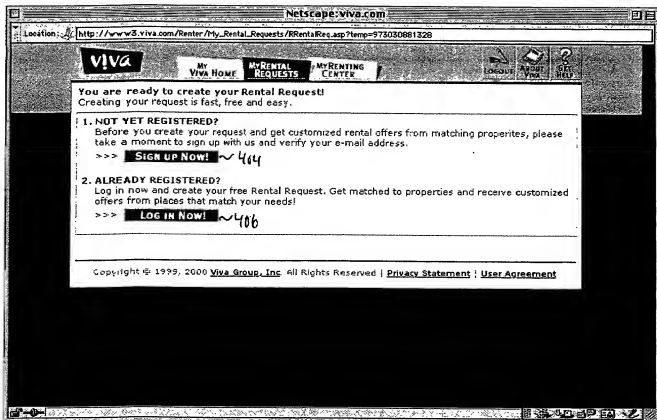


Fig. 4B

09802719-030801

Netscape: Viva Registration

## My PROFILE

**ACCOUNT INFO** / **NOTIFICATION PREFERENCES**

**You are creating your personal Viva account.**  
 (\* = required information)

**YOUR ACCOUNT INFORMATION**

\* Name:  First  Last *408*

\* E-Mail Address:  *408*

\* Retype Your E-Mail Address:  *408*

\* Choose a Secret Word:   
 (We'll use this secret word to verify your identity if you call Viva Customer Care for help.)

\* Phone Number: (  )  -  *410*

\* How did you hear about Viva?  *410*

Referred By:   
 (E-Mail Address or Referral Code)

**YOUR MAILING ADDRESS**

Where should we send your \$50 renter bonus? *408*

\* Address:  Street *408*

City  State  Zip Code *410*

In the future, you can access your account profile and notification preferences from the 'My Profile' link on your 'My Viva Home' page.

*407*

Fig. 4C

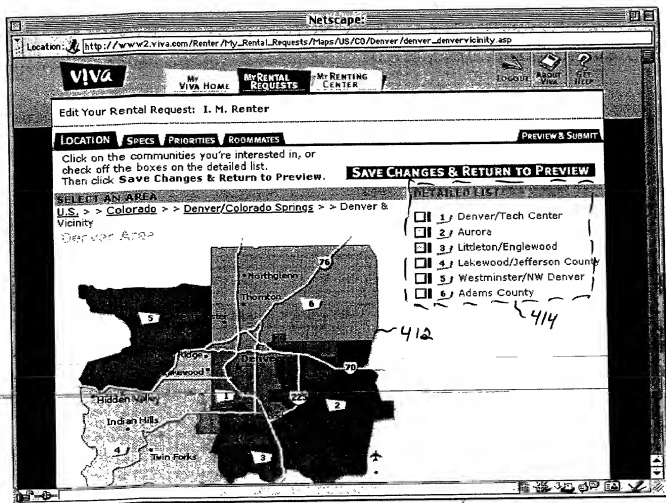


Fig. 4D

09802719.030801



Netscape: viva.com

Location: http://www3.viva.com/Renter/My\_RentalRequests/Request2.asp?lang=1081102758

### Create a Rental Request: New Rental Request

**LOCATION** **SPECS** **PREFERENCES** **ROOMMATES** (PREVIEW & SUBMIT)

What kind of rental are you looking for? Please fill out the information below.  
(\* = required information)

**NEXT >>>**

**NAME**

How do you want to be identified?

Identify Me As: 414

(This name will be seen only by property owners and managers who are matched to your request. If you wish to remain anonymous, you may replace your real name with another one.)

**RENT**

Please choose a desired monthly rent.

Desired Rent: \$ 414.00 per month

(Choose a single amount. We'll match your request to properties whose rents are close to that amount.  
How do we calculate the rent ranges?)

**BEDROOMS**

Select the **minimum** number of bedrooms and bathrooms you are willing to consider.

Bedrooms: Studio 414

Bathrooms: 1 or more 414

Fig. 4E

09802719-030801

09802719.030801

Location: [http://www3.viva.com/Renter/My\\_Rental\\_Requests/RRequest2.asp?Item=1031102758](http://www3.viva.com/Renter/My_Rental_Requests/RRequest2.asp?Item=1031102758)

**PETS**  
Do you have pets?

Dogs: ☒ Yes ☐ No ~ 418  
Cats: ☐ Yes ☒ No

**HOUSING TYPE**  
Check off **all** the housing types you are willing to consider.

☒ Apartment ~ 420  
☐ House  
☐ Condo/Townhouse

**LEASE TERM**  
Check off **all** the lease terms you are willing to consider.

☒ Month-to-Month ~ 420  
☐ 3 Months  
☐ 6 Months  
☐ 9 Months  
☐ 12 Months  
☐ 18 Months  
☐ 24 Months

**MOVE-IN DATE**  
When would you like to move? (Please choose the latest date you're willing to consider)

Move-In Date: Month: Oct Day: 30 Year: 2000

Fig. 4F

417

Location: [http://www3.viva.com/Renter/My\\_Rental\\_Requests/RRequest2.asp?temp=1031102758](http://www3.viva.com/Renter/My_Rental_Requests/RRequest2.asp?temp=1031102758)

**FEATURES**

Check off all the property and unit features that are important to you. You'll be able to prioritize the importance of these features later.

**Property Features:** <sup>422</sup>

<input type="checkbox"/> Covered Parking	<input type="checkbox"/> Garage Direct Access	<input type="checkbox"/> Garage Detached
<input type="checkbox"/> Assigned Parking	<input type="checkbox"/> Gated Community	<input type="checkbox"/> On Site Patrol
<input type="checkbox"/> Playground	<input type="checkbox"/> Pool	<input type="checkbox"/> Jacuzzi
<input type="checkbox"/> Fitness Center	<input type="checkbox"/> Tennis Court	<input type="checkbox"/> Racquetball Court
<input type="checkbox"/> Clubhouse	<input type="checkbox"/> Business Center	<input type="checkbox"/> Laundry Facility
<input type="checkbox"/> Elevator	<input type="checkbox"/> Storage	<input type="checkbox"/> Wheelchair Access

**Unit Features:** <sup>424</sup>

<input type="checkbox"/> Furnished	<input type="checkbox"/> Balcony, Deck, Patio	<input type="checkbox"/> Yard
<input type="checkbox"/> Washer and Dryer	<input type="checkbox"/> Washer and Dryer Hook-Ups	<input type="checkbox"/> Intrusion Alarm
<input type="checkbox"/> Air Conditioning	<input type="checkbox"/> Ceiling Fan	<input type="checkbox"/> Refrigerator
<input type="checkbox"/> Dishwasher	<input type="checkbox"/> Garbage Disposal	<input type="checkbox"/> Microwave
<input type="checkbox"/> Hardwood Floors	<input type="checkbox"/> Carpeting	<input type="checkbox"/> Fireplace
<input type="checkbox"/> Walk-In Closets	<input type="checkbox"/> Vaulted Ceilings	<input type="checkbox"/> High Speed Internet Access
<input type="checkbox"/> Cable-Ready		

**ADDITIONAL COMMENTS**

In the space provided below, please add any additional comments about your housing needs and preferences.  
Be specific! This is your opportunity to "sell" yourself to prospective owners and managers.\*

Comments:

Fig. 4G

09802719.030601

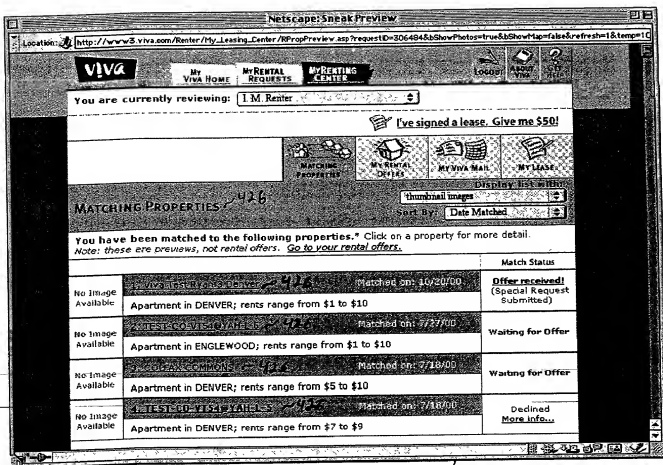


Fig. 4H

00002719-020801

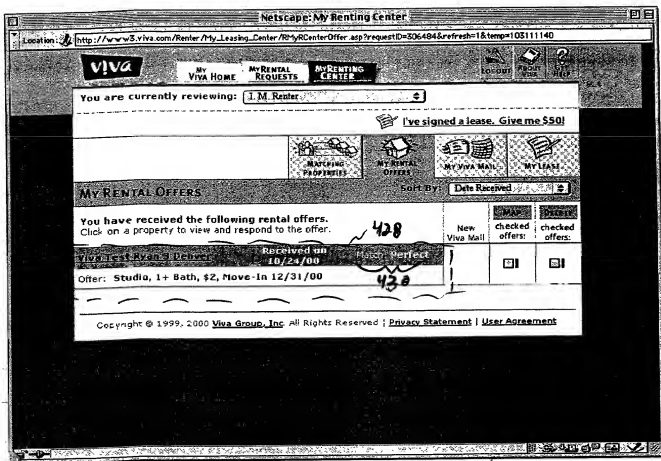


Fig. 41

09802719-0200001

Netscape: viva.com

Location: [http://www2.viva.com/Renter/My\\_Rental\\_Requests/RRequest3.asp?temp=1020142841](http://www2.viva.com/Renter/My_Rental_Requests/RRequest3.asp?temp=1020142841)

**viva**  
LIVING

MY VIVA HOME MY RENTAL REQUESTS MY RENTING CENTER

LOG OUT MY VIVA ? GET HELP

Edit Your Rental Request: I. M. Renter

LOCATION > SPECS > PRIORITIES > ROOMMATES > PREVIEW & SUBMIT

Please make sure your priorities are still accurate. Make any changes by using the pull-down menus below. Then click **Save Changes & Return to Preview**.

**DEFINE YOUR PRIORITIES**

Defining your priorities will **not** reduce the number of properties with which your request is matched. We will send this Rental Request to **all** properties that match your desired location, rent range, minimum number of bedrooms, housing type and pet preferences.

Priority: Dishwasher  432

Priority: Cable-Ready

Priority: Storage

Priority: Select a Priority

Priority: Select a Priority

**SAVE CHANGES & RETURN TO PREVIEW**

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Fig. 4J

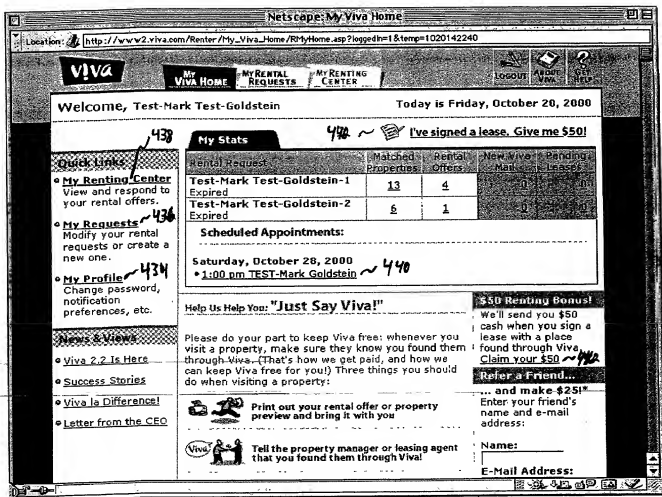


Fig. 4K

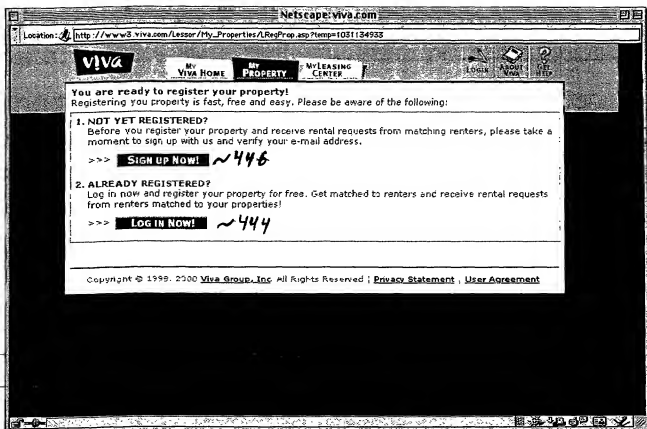


Fig. 4L

443

09802719.030801



Netscape: Viva Registration

Viva My PROFILE

ACCOUNT INFO / NOTIFICATION PREFERENCES

You are creating your personal Viva account.  
(\* = required information)

YOUR ACCOUNT INFORMATION

\* Name: First Last ~450

\* E-Mail Address: ~450

\* Retype Your E-Mail Address: ~450

\* Choose a Password: (Passwords must have 4 or more characters.)

\* Retype Your Password:

\* Choose a Secret Word: (We'll use your secret word to verify your identity if you call Viva Customer Care for help.)

\* How did you hear about Viva? Please Select One ~448

Referred By: (E-Mail Address or Referral Code)

In the future, you can access your account profile and notification preferences from the 'My Profile' link on your 'My Viva Home' page.

CANCEL SUBMIT

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Fig. 4M

00002719-030001

Netscape: My Profile

**My PROFILE**

**ACCOUNT INFO** **NOTIFICATION PREFERENCES**

Your notification preferences are displayed below.  
To make changes, do so directly in the form below, then click **Submit Changes**.

**NEW RENTER NOTIFICATION**

Would you like us to alert you when you get matched to new renters?

☒ Yes, notify me about new matches.

☐ E-mail me whenever a new renter is matched.

☐ E-mail me a daily report of my Viva activity.

☐ Fax me a daily report of my Viva activity.

Fax Number: (    )    -   

☒ No thanks, I'll just check viva.com at my convenience.

**INTERESTED RENTER NOTIFICATION**

Would you like us to alert you when renters indicate interest in your offers?

☒ Yes, e-mail me whenever a positive response from a renter arrives.

☒ No thanks, I'll just check viva.com at my convenience.

**CLOSE THIS WINDOW** **SUBMIT CHANGES**

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Fig. 4N

L 451

20000719-030001

Netscape: viva.com

Location: [http://www3.viva.com/Lessor/My\\_Properties/Property1.asp?propID=0&userID=306473&strMode=Define&currNav=1&currPage=1&temp=1031140](http://www3.viva.com/Lessor/My_Properties/Property1.asp?propID=0&userID=306473&strMode=Define&currNav=1&currPage=1&temp=1031140)

**You are registering a new property.**

**Register a Property:**

**PROPERTY INFO** [BILLING INFO](#) [JOB INFO](#) [IMAGES](#) [AGENTS](#) [PREL. REV. & SUBM.](#)

Thank you for deciding to register a property, I. M. Lessor. Please start by telling us about your property.

Please note: the information you enter during this property registration process is used primarily for matching purposes. When you send rental offers to renters who have been matched to this property, you will be able to customize your offers with additional descriptions and images - and any creative flourishes you like!

(\* = required information) **NEXT >>>**

**GENERAL INFORMATION**

\* Property Name:

\* Address:

\* Housing Type:

\* Total Number of Units:

\* Property Phone Number:

Property Fax Number:

Property E-Mail Address:

Property Website:

Owner/Management Company (if applicable):

Fig. 40

09802719.070801

Netscape: viva.com

Location: [http://www3.viva.com/Lessor/My\\_Properties/LProperty1.asp?propID=306474&userID=306473&strMode=Edit&ourNa](http://www3.viva.com/Lessor/My_Properties/LProperty1.asp?propID=306474&userID=306473&strMode=Edit&ourNa)

### PROPERTY FEATURES

Please define this property's building/community features by checking off all appropriate boxes below.

<input checked="" type="checkbox"/> Covered Parking	<input type="checkbox"/> Garage Direct Access	<input type="checkbox"/> Garage Detached
<input checked="" type="checkbox"/> Assigned Parking	<input type="checkbox"/> Gated Community	<input type="checkbox"/> On-Site Patrol
<input type="checkbox"/> Playground	<input type="checkbox"/> Pool	<input checked="" type="checkbox"/> Spa/Jacuzzi
<input type="checkbox"/> Fitness Center	<input type="checkbox"/> Tennis Courts	<input checked="" type="checkbox"/> Racquetball Courts
<input type="checkbox"/> Clubhouse	<input type="checkbox"/> Business Center	<input checked="" type="checkbox"/> Laundry Facility
<input checked="" type="checkbox"/> Elevator	<input type="checkbox"/> Storage	<input checked="" type="checkbox"/> Wheelchair Access

### PETS

Does this property allow pets?

Dogs: ☒ Yes ☐ No  
Cats: ☒ Yes ☐ No

### PROPERTY COMMENTS

Please add comments about this property that you would like to have included on your rental offers.

Comments:

### TERMS AND CONDITIONS

Please add any general lease terms and conditions you want automatically included on your rental offers.

Terms and Conditions:

**SAVE CHANGES & RETURN TO PREVIEW**

Fig. 4P

455

0902719-03001

Netscape: viva.com

### EDIT A UNIT TYPE

Change the information below to update a unit type. Then click **Save Changes**.

**EDIT UNIT TYPE**

\* Name: Deluxe 2-BR ~ 458

\* Bedrooms: 2

\* Bathrooms: 2

Square Feet: 950

\* Minimum Rent: \$ 5 .00

\* Maximum Rent: \$ 10 .00

\* Number of Units: 5

**Availability:**

☒ Yes, I have units of this type currently available. Send me Rental Requests from Viva Renters looking for this type of unit.

**Features:**

<input checked="" type="checkbox"/> Furnished	<input checked="" type="checkbox"/> Balcony, Deck, Patio
<input type="checkbox"/> Yard	<input checked="" type="checkbox"/> Washer and Dryer
<input type="checkbox"/> Washer and Dryer Hook-Ups	<input checked="" type="checkbox"/> Intrusion Alarm
<input checked="" type="checkbox"/> Air Conditioning	<input checked="" type="checkbox"/> Ceiling Fan
<input checked="" type="checkbox"/> Refrigerator	<input type="checkbox"/> Dishwasher
<input checked="" type="checkbox"/> Garbage Disposal	<input type="checkbox"/> Microwave
<input checked="" type="checkbox"/> Hardwood Floors	<input checked="" type="checkbox"/> Carpeting
<input checked="" type="checkbox"/> Fireplace	<input checked="" type="checkbox"/> Walk-In Closets
<input checked="" type="checkbox"/> Vaulted Ceilings	<input type="checkbox"/> High Speed Internet Access
<input checked="" type="checkbox"/> Cable-Ready	

**Comments:**  
(Please add comments about this unit type that you would like to have included on your rental offers.)

Spacious and airy high-end unit.

Fig. 4Q

09602719-030601

Location: [http://www3.viva.com/Lessor/My\\_Properties/Property3.asp?currNav=6&propID=426189&userID=306473&strMode=Edit8](http://www3.viva.com/Lessor/My_Properties/Property3.asp?currNav=6&propID=426189&userID=306473&strMode=Edit8)

**viva** MY VIVA HOME MY PROPERTY MY LEASING CENTER LOGIN MY VIVA HELP

You are working on this property: **Happy Acres**

Edit a Property: **Happy Acres**

PROPERTY INFO BILLING INFO **UNIT INFO** IMAGES AGENTS PREVIEW & SUBMIT

Your unit information is summarized below. When you are finished reviewing or updating this information, click **Save Changes & Return to Preview**.

**SAVE CHANGES & RETURN TO PREVIEW**

**UNIT MIX SUMMARY**

Your unit mix is summarized in the list below.  
You can make changes to defined units or add additional unit types.

**ADD A NEW UNIT TYPE** **SAVE CHANGES** made below

Unit Type	# BR	# BA	Sq. Ft.	Rent Range		Status
				Min.	Max.	
Big	3	2	1800	\$ 2	\$ 4	<input checked="" type="radio"/> Available <input type="radio"/> Not Available
Small	S	1	600	\$ 2	\$ 3	<input checked="" type="radio"/> Available <input type="radio"/> Not Available

**VIVA TIP** Make sure your availabilities are up to date! Remember, we will only match you to renters who are looking for the unit types you have designated as available.  
[Help with availabilities.](#)

**SAVE CHANGES & RETURN TO PREVIEW**

Fig. 4R

461

00002710.030801

Netscape: viva.com

Location: http://www3.viva.com/Lessor/My\_Properties/Property2.asp?propID=426189&userD=306473&strMode=Edit&currNav=6&currPage=2&

**viva** MY VIVA HOME MY PROPERTY MY LEASING CENTER Logout About Viva GET HELP

You are working on this property: **Happy Acres**

**Edit a Property: Happy Acres**

PROPERTY INFO **BILLING INFO** UNIT INFO IMAGES AGENTS PREVIEW & SUBMIT

Please make any changes into the fields below. When you're done, click **Save Changes & Return to Preview**.

(\* = required information)

**BILLING INFORMATION**

Please enter the appropriate **billing information** for this property. You will only be billed for each new renter you find through Viva, after the lease is signed. No lease, no fees. No kidding.

\* Billing Contact: First  Last  ~ 466

Company (if applicable):  ~ 466

\* Address: Street  ~ 466

City  State  Zip Code

\* Phone Number: ( ) - ~ 466

Fax Number: ( ) - ~ 466

E-Mail Address:

**SAVE CHANGES & RETURN TO PREVIEW**

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Fig. 4S

09802719.030801

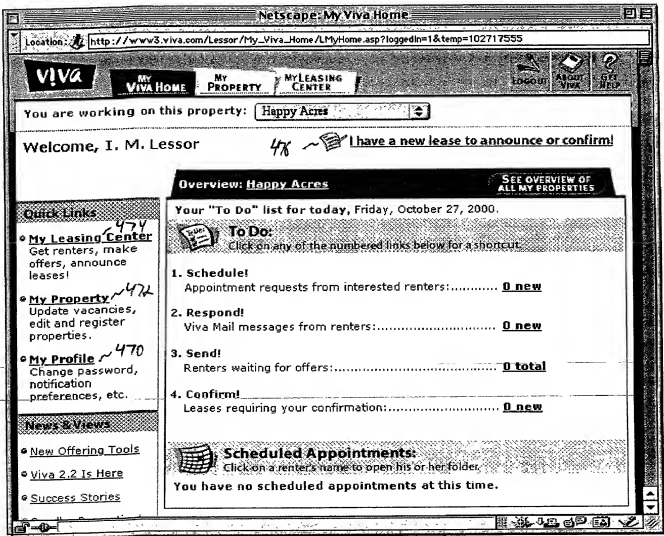


Fig. 4T

2467

09802719-030801